

June 2005

If Rumors Were Horses

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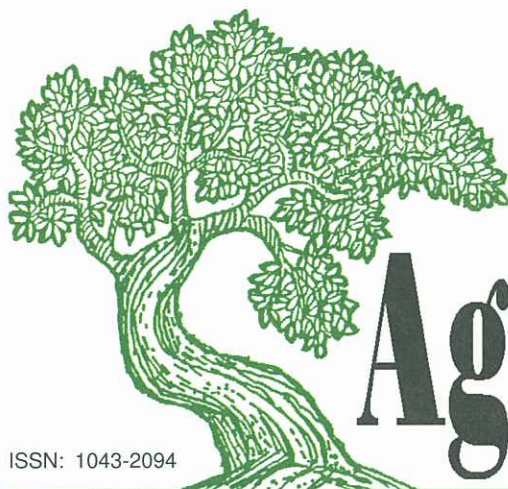
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Against the Grain

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Against the Grain

"Linking Publishers, Vendors and Librarians"

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Balancing Act: The Nexus of Acquisitions and Collection Development

by **Stefanie DuBose** (Head of Acquisitions, Joyner Library, East Carolina University)
<duboses@mail.ecu.edu>

The dialectic of acquisitions and collection development can sometimes be frustrating for those in either field. Acquisitions librarians caution about the budget and expenditures, speak in codes that sound like we're members of a secret society, and at times sound like we've just graduated from law school when in the midst of protracted license negotiations. Librarians with collection development responsibility sometimes are lucky enough to focus strictly on just that. Most times, though, they are librarians who have to multitask their regular duties with subject responsibilities. Faced with desk hours, bibliographic instruction, cataloging quotas, personnel management, research consultations, scheduling, and other numerous tasks collection development is often the work that's taken home at night and done after the kids finally get to bed. Even more difficult is finding the time for user needs or collection analyses. When there's not enough training or communica-

tion, the temptation arises for each group to retreat to their bunkers in an "us vs. them" relationship.

Training and communication are paramount for this relationship to be successful and positive. New collection development librarians need to be introduced to the acquisitions process, including the institution's philosophy regarding fund allocation and the budget planning cycle, the order process for monographs, the approval plan, serials (and the related, and hated, serials review process) and handling gifts. In many cases, the acquisitions librarian can provide valuable information to the collection development librarian or liaison with regard to publishing trends, alternative publishers, budget tracking and gathering data from multiple sources to support collection development decisions, whether for building or, conversely, weeding a collection. For a more holistic picture, other important data include interlibrary loan and circulation data. The collection development librarian

or liaison uses this information in conjunction with a user assessment and subject expertise to make informed decisions in resource selection, managing a budget, and evaluating the collection (Tucker and Torrence, 2004; Johnson, 271-297).

New acquisitions librarians also need an introduction to the work, in a more detailed manner. Workflow issues, system training and personnel management all are part of the training process for an acquisitions librarian. According to **William Fisher**, among the core competencies for an acquisitions librarian are those relating to acquisitions, management, technology, and interpersonal qualities. Of particular interest is the inclusion of collection development within the acquisitions competency (Fisher, 188), so for some librarians a

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If Rumors Were Horses

So much is going on that it's hard to know where to begin.

First, a caveat. **Yours truly lost EVERYTHING in my email in box** and much of what was filed in my email folders! So, if you have sent me something and I haven't responded, mea culpa. Send it again, please. Thanks!

Now, on to the good stuff. YIPPEEEEE!!!! The University of Utah has selected the awesome, fantastic, energetic, smart, and bam-zowie **Joyce Ogburn** as its new **Director of the J. Willard Marriott Library**. Joyce comes to Utah from the University of Washington where she was **Associate Director of the Libraries, Resources and Collection Management Services (RCMS)**. She takes over for **Sarah Michalak** who left to become university librarian and associate provost for university libraries at the **University of North Carolina at Chapel Hill**. Besides her latest position at the **University of Washington**, which she has held



since 1999, **Joyce** has served in similar posts at **Old Dominion University**, **Yale University**, and **The Pennsylvania State University**. In announcing **Ogburn's** appointment, **University of Utah President Michael K. Young** praised her extensive qualifications. "The Marriott Library is the primary repository in Utah for printed materials and electronic information, indeed, one of the largest library collections in the entire United States. I am absolutely delighted that we have attracted someone equal to the task of managing and improving it. **Joyce Ogburn** has had precisely that experience at some of the very best university systems in the country and has succeeded marvelously well wherever she has been. I am extremely pleased she has agreed to join our educational team." **Joyce** will begin her duties September 1. Congratulations, **Joyce**!

www.utah.edu/unews/releases/05/may/library.html

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From your (who would have guessed) Editor:

It has been a strange spring here in Charleston. It has been basically cold for us (high 50s and low 60s) and we don't like it. Of course, we don't like the heat either. We want California perfect weather. Why can't we have that?

This means that when my daughter **Ileana** graduated from the University of South Carolina Honors College (can't help myself, magna cum laude) it was cold. We were wearing inappropriate summer clothes. Who would have guessed?

Plus, problems with technology continued

when the whole email folder on my harddrive crashed and couldn't be recovered. What can I say? Who would have guessed? Everyone says it will happen but we never believe it. We never take precautions. We say we will back things up "later" or "soon."

Still, in the face of graduations and technical failures, this issue chugged along. Who would have guessed? **Stefanie DuBose** is our guest editor for this issue which is on **training for acquisitions and collection development**. Some greatly useful articles. And our **Special Report** section in this issue is guest edited by **Bob Houbeck** who gives us a series of papers

that give us an inside look at some of the many issues in **budgeting for acquisitions and collection development**. And, of course, there's much more. A great interview with the wonderful **Norm Desmarais** and profiles of **Paul Streby**, **Tim Daniels** and **William Walsh**. We have an **Op Ed** by **Rollo Turner** on selling direct by publishers and **Rick Lugg** and **Ruth Fischer** give a response to **Robert Behra's Op Ed** in the last issue regarding necessary tasks in technical services. **Ellen Finnie Duranceau** has delivered her much-awaited second part of the ERM picture. And, of course, there's much much more.

Y'all have a good summer and see you in Chicago.

Yr. Ed.

Letters to the Editor

Send letters to <kstrauch@comcast.net>, phone or fax 843-723-3536, or snail mail: **Against the Grain**, MSC 98, The Citadel, Charleston, SC 29409. You can also send a letter to the editor from the **ATG Homepage** at <http://www.against-the-grain.com>.

Dear Editor:

Against the Grain's Mark Herring has outdone himself this time. His most recent "Red Herring" columns, his three-part series on Internet filtering (November, December-January, February), is something of a tour de force. **Herring's** piercing critique of the anti-filtering **ALA** establishment, his common sense concerns about the perniciousness of pornography, and his contention that traditional collection development selectivity ought to be applied to the Internet all make a great



deal of sense. His arguments won't be easily answered.

In the process, **Herring's** three-part series challenges us all. He encourages us to explore old prejudices, asks us to reexamine the profession's status quo, and bids us think hard about liberty and free speech. Even so, I fear his cogent arguments and his challenge may fall on deaf ears. I frankly wonder. Are those of us in the library field too hidebound to listen? Are we too entrenched to think outside the box (or outside of the screen for that matter) on issues of censorship?

Let's hope not.

Steve McKinzie, Library and Information Services, Dickinson College, Carlisle, PA 17013 <mckinzie@dickinson.edu>

Rumors from page 1

Guess what? the awesomely fantastic and buff **Mary Fugle** <mary@wisewomensworkouts.com> is up to? She's now working 20 hours per week for **Lippincott Williams & Wilkins**. And in her other free time when a lot of us are thinking of retiring, Mary has started her own **personal training and pilates business** called **WISE WOMENS WORKOUTS!** (Mary adds that she trains men as well!) She has a small studio near **Union Square** in Manhattan and also goes to people's homes and offices. No more business travel for her! One of my fondest memories of **Mary** (besides, bless her heart, when she called me for the awesome **Jolanda von Hagen**), is when she ran an exercise class at **NASIG** for a group of us. We were all bushed, except for her! Remember those days, Mary? Jeez! Good luck! And happy exercising! BTW, how about a **pilates preconference** in 2006? 917-750-8531 <mary@wisewomensworkouts.com>

And a voice from the past! **Philip Dankert** <pdankert@twcny.rr.com> wrote to say that he was doing some cleaning up and came across several old issues of **Against the Grain** and realized that, although he is happily retired, he misses us! **Phil** says he spent a good deal of time this winter on the ski slopes of central New York. (He is the youngest member of the great people he skis with; most of whom are in their late 70's and early 80's!) **Phil** and his wife are expecting another grandchild in late June; a boy, and since **Phil's** son lives ten miles from Ithaca, I'll bet there will be baby-sitting coming up. **Phil** says he gets back to **Catherwood Library** on occasion but only to visit. The ideal library life, if you ask me. We miss you, **Phil**!

The visionary **Jan Velterop**, Director and Publisher of **BioMed Central**, will be leaving to pursue independently his many engagements as an advocate of **Open Access** to societies, funding institutions and publishers. **Jan** has been a key figure in the development of the **Open Access model** and its acceptance by the research community, and will now be extending his expertise to other organizations and in-

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AGAINST THE GRAIN DEADLINES VOLUME 17 & 18 — 2005-2006

2005 Events	Issue	Ad Reservation	Camera-Ready
Reference Publishing	September 2005	07/27/05	08/10/05
Charleston Conference	November 2005	09/21/05	10/05/05
ALA Midwinter	Dec. 05/Jan. 06	11/23/05	12/07/05
2006 Events	Issue	Ad Reservation	Camera-Ready
Annual Report, PLA	February 2006	01/04/06	01/18/06
MLA, SLA, Book Expo	April 2006	02/22/06	03/08/06
ALA Annual	June 2006	04/26/06	05/10/06
Reference Publishing	September 2006	07/26/06	08/09/06
Charleston Conference	November 2006	09/20/06	10/04/06
ALA Midwinter	Dec. 06/Jan. 07	11/22/06	12/06/06

FOR MORE INFORMATION CONTACT

Edna Laughrey, Ads Manager. Address: 291 Tower Drive, Saline, MI 48176; Internet: elaughrey@aol.com; Phone: 734-429-1029; Fax: 734-429-1711.

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terest groups. **Matthew Cockerill** and **Anne Greenwood** will take joint responsibility for publishing and other activities of **BioMed Central** as the business continues its rapid growth. **BioMed Central** wishes Jan great success for the future and looks forward to continuing to work together to advance the success of Open Access publishing.
press@biomedcentral.com

The astute **Renee Wickersham** (Senior Managing Editor, **Wolters Kluwer Health**) has announced that the vivaciously capable **Sarah Lenzini** — none other than **Becky Lenzini's** older daughter — <Slenzini@drugfacts.com> has been promoted to **Managing Editor**, replacing **Jill O'Dell**. Sarah has been with **Wolters Kluwer Health** for four and a half years and has worked on several publications during that time as an assistant, associate and, most recently, senior editor. Sarah's team's data sets include **Drug Interaction and Herbal Interaction Facts**, **AtoZ Drug Facts**, the **Review of Natural Products** and several others. Congratulations are in order. And guess what, Sarah is getting married in October in St. Louis. Not a bad encore!

If we needed a reason to fear the future here in **Charleston**, try this. The **Schatzes** are going to be our neighbors! In a few weeks, **Bob Schatz** <everbob@yahoo.com> and his wife **Wendy** are moving to Mt. Pleasant! As things stand now, they are planning to leave Philadelphia in June when the lease on their apartment is up. Bob needs to stay in the east for his work with **Coutts**, but where can be anywhere he and Wendy choose, just as long as Bob can get to an airport and Bob is willing to do the travel. Sounds like a good plan to settle in the Charleston area. And, guess what, besides having extensive bookstore experience, **Wendy** is a reference technical services assistant in a public library in the Philadelphia area so she is looking for a job in libraries in Charleston. Hopefully we can use her services at the **College of Charleston**! Hey! The sky's the limit!

Moving right along, **Coutts Information Services** and **Elsevier** have signed a distribution arrangement that will enable Coutts to sell to its 5,000 Library customers **Elsevier** online book titles hosted on **ScienceDirect**. The arrangement currently covers nearly 400 online Elsevier Reference Works, Book Series, and select Handbook Series. The agreement offers both companies the opportunity to partner in driving sales and high customer service levels in an ever growing, online world where libraries and their users need and expect instant access to quality content 24 hours a day, seven days a week. **Tom Rosenthal**, Senior Library Sales Manager for **Elsevier** commented on the arrangement. "We are delighted to be working with Coutts and to be offering their thousands of library customers access options to online books on **ScienceDirect**. The benefit to libraries of purchasing through Coutts is that they can incorporate the online book titles into their Coutts OASIS system and offer them as part of their Approval and New Title notification

plans." www.couttsinfo.com
www.info.sciencedirect.com

And more from **Coutts**. The incredible **Linda Moran** is the new **Manager of US Customer Development**. As we all know, Linda brings over twenty years experience in library supply including managing approval programs and customer service departments. Most recently Linda was employed as Vice President of **Franklin Book Co.**, prior to that with **Ballen Booksellers** in NY. Also new to the **Coutts** team is **Mary Lynn Kingston** who joined **Coutts Library Services** in February 2005 as **Collections Consultant**. Before joining **Coutts**, **Mary Lynn** was head of Monograph Acquisitions at **Johns Hopkins University**, Milton S. Eisenhower Library. She has also worked at **netLibrary** as Director, Library Programs, at **PALINET** as Electronic Services Manager, and at **OCLC** as Account Manager in the National Sales Division. Her sixteen years as a practicing librarian were served at **Johns Hopkins University** and at the **National Institute of Standards & Technology**, primarily in the Technical Services arena. Gosh and gee willickers! www.couttsinfo.org/

More moving! The fabulous **Audrey Powers** and her husband have recently accepted positions at the **University of South Florida**. Audrey's position involves reference/research work with graduate students and faculty in the sciences as well as collection development in the sciences. Her husband will be in the theater department. And son **Austin** (I am not kidding) will be with them as well. Hooray! And Congratulations to all the Powers family! Email addresses coming shortly!

There's more. **Audrey Fenner** <fenner3@att.net> has left UNC-G to do acquisitions work for the **Congressional Research Service**, which is like a special library within the **Library of Congress**. Apparently, they have done a major reorganization of their technical services area, now called the **Knowledge Asset Management Group**. Audrey writes that this position is a newly created one so she's looking forward to it!

Speaking of the **Library of Congress**, did y'all read the papers from the **EBSCO Leadership Seminar** in Boston on January 16, 2005. **Deanna Marcum** gave quite an interesting paper entitled "The Future of Cataloging." She says: "... all of us in the library world must recognize that, in the future, the Internet is increasingly where people will go for information, whether from **Google's** library or to our own Websites or both. ... The library, up until now, has been viewed as the place for reliable, authentic information. The catalog linked the users to vetted resources. Can we rethink cataloging to achieve something similar in the world of Google?"

<http://www.loc.gov/library/reports/CatalogingSpeech.pdf+deanna+marcum+ebSCO&hl=en&ie=UTF-8>

And very relevant — Look at "GoogleScholar is Metasearch Dead?" by **Roy Tennant** of the **California Digital Library**. escholarship.cdlib.org/rtennant/presentations/2005niso/

Do you remember when you were 25? The glamorous **Janet Fisher** <[\[pcgplus.com\]\(mailto:pcgplus.com\)> <\[jfisher@pcgplus.com\]\(mailto:jfisher@pcgplus.com\)> sends word that **Joshua Clarke**, Head of Research and Analyst at **Publishers Communication Group \(PCG\)** just graduated from **Simmons** with his M.L.S.! Joshua started working at **PCG** in July of 2003 and has been taking classes for his MLS after hours. Before joining **PCG**, Josh worked as a senior research at an international executive search firm. Like wow! Josh is obviously a hard working kid — and he's only 25! Sounds like we are lucky to have this wonder boy in librarianship! <http://www.pcgplus.com>](mailto:janet.fisher@</p>
</div>
<div data-bbox=)

Speaking of achievements, the talented **Jack Montgomery** <jack.montgomery@wku.edu> and the hard-working **Eleanor Cook** <cookei@appstate.edu> have just published a new book called **Conflict Management for Libraries: Strategies for a Positive, Productive Workplace** (ISBN: 0-8389-0890-X, ALA Publishing, 2005) The authors have developed 17 scenarios of library workplace conflict, along with realistic ways to manage them. We hope to have a review in **ATG** soon!

Guess who was recently in **Vilnius, Lithuania**? The globe-trotting **Ramune Kubilius** <r-kubilius@northwestern.edu>! She said it was a bit chilly, but she was cozy sitting in an Internet cafe.

Did y'all see the article in the **New York Times** on May 14 2005? By **Ralph Blumenthal**, "College Libraries Set Aside Books in a Digital Age" tells the story of students attending the University of Texas at Austin. In July of this year, almost all of the undergraduate library's 90,000 volumes will be dispersed to other areas for a "24-hour electronic information commons." "In this information-seeking America, I can't think of anyone who would elect to build a books-only library," said **Fred Heath**, vice provost of the **University of Texas Libraries** in Austin.

<http://www.nytimes.com/2005/05/14/education/14library.html?ex=1117512000&en=273371159b38a6bf&ei=5070&hp>

And, speaking of libraries and electronic access, from **Bernie Sloan** <bernies@uillinois.edu>, **Web4Lib** and **Liblicense** — another pertinent article in the **Chronicle of Higher Education** called "The Birth of a Research University: Shelve Under 'E' for Electronic," by **Scott Carlson**. This one is about **R. Bruce Miller**, the librarian at the **University of California's** new **Merced campus**, and his staff who are building a new research library from scratch. Says the article, "With its focus on remote collections and digital resources, **Merced's Leo and Dottie Kolligian Library** will either be a new model for research libraries or a brief experiment for a generation dazzled by the Internet." The article goes on to state, "In fact, librarians across the country have started thinking more like **Mr. Miller**. **Mr. Schottlaender**, who is incoming president of the Board of Directors at the **Association of Research Libraries**, and **Mr. [Duane] Webster** say that research librarians and accrediting bodies are starting to reassess whether, when it comes to collections, size matters." Hmmm ... lists.webjunction.org/wjlists/web4lib/2005-March/003449.html

www.chronicle.com (registration required)

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A lot is in flux. (Hey, **Things Are Seldom What They Seem** — the theme of the **2005 Charleston Conference!**) More relevant reading — **OCLC Abstracts**, March 28, 2005 — What is the role of a library when users can obtain information from any location? And what does this role change mean for the creation and design of library space? Six architects, four librarians and a professor of art history and classics explore these questions in **Library as Place: Rethinking Roles, Rethinking Space**, a new report from the **Council on Library and Information Resources**. In their essays, the authors challenge us to think about new potential for the place we call the library and underscore the growing importance of the library as a place for teaching, learning and research in the digital age.

www.clir.org/pubs/abstract/pub129abst.html

Speaking of **Google**, **Ex Libris** has announced the availability of a new set of tools to enable **Google™ Scholar** to display **OpenURL** links to **SFX®**. With these tools, institutions with the **SFX link server** can register with **Google Scholar** to have their **SFX** links displayed in **Google Scholar** search results. Once registered, an institution's electronic library holdings are made available to **Google Scholar** so that the **Google Scholar** search results will indicate when electronic full text is available. For libraries that do not yet enjoy the benefits of a link server, **Ex Libris** is pleased to announce **ScholarSFX™**. This service enables libraries-for free-to create customized

links based on their institution's electronic journal holdings and display these links in **Google Scholar** search results. Patrons affiliated with the institution will then be able to link from the **Google Scholar** results to articles that are available through local institutional subscriptions or for free on the Web. **Oren Beit-Arie**, **Ex Libris** chief strategy officer and co-creator of the **OpenURL** with **Herbert Van de Sompel**, commented, "Ex Libris is pleased to extend its innovative linking technology to offer the groundbreaking **ScholarSFX** service. Now a wider community of users will be able to benefit from context-sensitive linking based on their institutional affiliation. **Google Scholar** offers a significant breakthrough in making scholarly information available to end-users. By facilitating access directly to a library's own collection of electronic holdings, **ScholarSFX** takes this a step further." For more information, visit http://www.exlibrisgroup.com/scholar_sfx.htm.

Royal Swets & Zeitlinger Holding NV has announced that its **2004 annual accounts** were approved during its shareholders meeting on May 9th 2005. Swets & Zeitlinger recorded 2004 sales of EUR 907 million, EBITDA of 6.1 million positive and a net loss of EUR 3.6 million. The net result before interest and tax, excluding exceptional items, was EUR 5 million positive. During 2004, **Royal Swets & Zeitlinger Holding NV** raised new capital from its shareholders. The capital injection is being used to achieve substantial improvements in Swets' e-journal management tools and services for both customers and publishers, as well as strengthening the balance sheet and securing a financially sound basis for the future. **Arie Jongejan**, Chief Executive Officer remarked,

"Following two challenging years for the business, Swets has made an excellent start in 2005 and we are forecasting a strong rebound to profitability this year." www.swets.com

Did you know that the resourceful **Bob Houbeck** <rhoubek@umflint.edu> used to work for the bam-zowie **Edna Laughrey** <elaughrey@aol.com> as assistant Head of Acquisitions at **University of Michigan**? Small world, eh? Anyway, Bob has taken time out of his incredible schedule to guest edit the **Special Reports** section of this issue of **ATG — Budgeting for Acquisitions and Collection Development**. I sure learned a lot and I am confident y'all will too! Plus, remember that Bob was supposed to come to Charleston last year but got sick instead (his kids even got whatever it was!). Anyway, here is the paper that he could not give in **Charleston** last November, see this issue, p.48. And, who knows, maybe we will see Bob this November in Charleston! The weather sure is better down here that time of year. Wards off flu, etc.

Speaking of which, the diligent **Stefanie DuBose** is our guest editor for this issue on **training for acquisitions and collection development**. Meanwhile, back at the homestead, **Stefanie's** son just lost his front tooth (the fourth so far) and her daughter's getting ready to follow suit with the first! And, did you know that **Stefanie's** husband **Jon** (a physician) is in Iraq? 25 days til Jon flies out for some R&R. And his picture was recently featured on **CNN.com** in an article about **anysoldier.com**. He's the soldier, in full battle regalia, giving toys to the little boy. <http://www.cnn.com/2005/US/03/02/anysoldier/index.html>

It's summer and the **Charleston Conference** is that much closer to coming up! There is a brochure included with this issue of **Against the Grain** and the Website — www.katina.info/conference — should be updated by the time you see this. We are planning a big celebration in the **College of Charleston's new Addlestone Library** on Friday night, **November 4!** And on **November 3**, there will be another reception for the **25th Anniversary of the Charleston Conference** at the Charleston Aquarium. Be there or be square!

Speaking of the **Conference**, if you have **reminiscences**, please send them to me at <kstrauch@comcast.net>. We are hoping to have a special "insert" of some kind about the conference and its history. In fact, **Edna Laughrey** <elaughrey@aol.com> reminded me of a reception that the delightful **Angie LeClercq**, director of the **Citadel's Daniel Library**, hosted on Church Street in **Mrs. Whaley's Charleston garden** several years ago. Were you there?

This info from **OCLC Abstracts**, April 18, v.8@16 — Consumer spending on online content such as music, dating sites, and business and investment information grew 14 percent last year to \$1.8 billion the **Online Publishers Association**, working with **comScore Networks**, a group that studies consumer behavior online, said in its report. The biggest gain came in spending on entertainment, which jumped 90 percent over a year ago to \$413.5 million, driven mainly by greater purchases of music. Spend-

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ing on dating sites remained the top category, however, growing 4.4 percent in 2004 to \$469.5 million last year. Spending on business and investment fell 6.3 percent to \$312.9 million, the group reported. Other big gainers in online spending were games, up 21.8 percent to \$88.8 million, and sports, up 38 percent to \$52.8 million. www.siliconvalley.com/mld/siliconvalley/news/editorial/11102372.htm
www.online-publishers.org/pdf/paid_content_report_030905.pdf

While we're on OCLC, I recently heard from the wonderful **Bob Murphy** <murphyb@oclc.org> telling me about the new **OCLC WorldCat Collection Analysis** service which makes it possible for library staff responsible for collection management to analyze the age and subject content of their own collections, compare their collections with those of peer libraries, and compare, as a group, the level of overlap or uniqueness of their collections. The new service is designed to provide the most cost-effective way to routinely evaluate collections. It enables library staff to communicate collection decisions to faculty, boards of trustees and administrators, as well as demonstrate financial needs and responsible stewardship of library acquisitions, budgets and collections. And the **WorldCat** database grows at the rate of one new record every 10 seconds. The **WorldCat Collection Analysis** service allows library staff to view and analyze the age and content of their own collections by subject, and compare their library's holdings with the holdings of peer li-

braries, and limit the analysis to specific subject areas. For groups, the service provides an affordable way to evaluate group collections and validate **cooperative collection activities**. The service allows libraries to review collection gaps, the degree of overlap of their collections with others, and their uniquely held titles. The results are provided in formatted reports. The service is now available to any library with its holdings in **WorldCat**, and that subscribes to **WorldCat** through the **OCLC FirstSearch** service. Libraries that would like to use the collection analysis service but do not currently have holdings in **WorldCat** can load their records into **WorldCat** at no charge. Once the project is set up, collection analysis can be completed online, instantaneously, through **WorldCat**. The awesome **Glenda Lammers** is **Product Manager, OCLC WorldCat Collection Analysis**. **WorldCat Collection Analysis** software is centrally hosted at OCLC. Creation of the **WorldCat Collection Analysis** service was made possible after a three-year project to move **WorldCat** to a new technology platform. Pricing for the service is based on the number of holdings of an institution or group. Library staff members who want more information should contact their regional service provider, OCLC Library Services staff at <libservices@oclc.org>, or visit the OCLC Web site. www.oclc.org.
www.oclc.org/worldcat/grow.htm

Innovative Interfaces has announced a partnership with **RLG** to facilitate connections from **RedLightGreenSM** (www.redlightgreen.com) to **Innovative's** thousands of libraries worldwide. **RedLightGreen** is a free Web tool

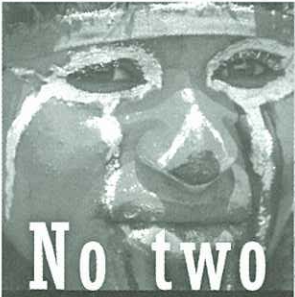
that lets students search millions of relevant scholarly items from **RLG's** Union Catalog, find local libraries where desirable items can be found, and generate citations for research papers in the style of their choice. The agreement enhances current information sharing between **Innovative** and **RLG** to ensure that students will be able to locate quality research sources at many of **Innovative's** academic, public, or special libraries worldwide. **Jerry Kline** is **Innovative's** chairman and CEO. He is also one of our keynote speakers in Charleston in November! www.rlg.org
www.iii.com

Speaking of **RLG**, with **OCLC**, they have released a **comprehensive guide to core metadata** for supporting the long-term preservation of digital materials. **Data Dictionary for Preservation Metadata: Final Report of the PREMIS Working Group** is the product of the foremost international consensus-building effort directed at preservation metadata, and it is likely to become the foundation for future work in this area. **Data Dictionary for Preservation Metadata** and related materials can be viewed and downloaded at www.oclc.org/research/projects/pmwg/. Comments and questions on the data dictionary can be submitted to premis@loc.gov. The data dictionary is the final product of the **PREMIS (Preservation Metadata: Implementation Strategies)** working group. Jointly sponsored by **OCLC** and **RLG**, **PREMIS** is an international set of more than 30 experts from libraries, museums, archives, government, and the private sector. The working group has been chaired by **Priscilla Caplan**, assistant director for digital library services at the **Florida Center for Library Automation**, and **Rebecca Guenther**, senior networking and standards specialist at the Library of Congress. **Brian Lavoie**, OCLC senior research scientist, and **Robin Dale**, RLG program officer, have served as liaisons to the group. www.oclc.org
www.rlg.org
Data Dictionary for Preservation Metadata and related materials www.oclc.org/research/projects/pmwg/.

Guess what? The industrious **Bartow Culp** <bculp@purdue.edu> was recently in Charleston to visit his Mom who is doing wonderfully! **Bartow** who says he is retiring in a year or so was off to Germany to lecture and listen on information literacy. You'll remember that **Bartow** is the Chemistry Librarian at the **Mellon Library of Chemistry at Purdue University**. And, guess what else, **Bartow** is the brother of a good friend in Charleston, **Dunlap Silver**, whose daughter, **Kate** is a good friend of my daughter **Ileana**. **Kate** and **Ileana** who were in school together and were even volleyball teammates, are both off to medical school in the fall — **Kate** to **Vanderbilt**, and **Ileana** to the **Medical University of South Carolina**. Like I said, it's a small world!

Speaking of which, we told you about **Jim** <mouw@uchicago.edu> and **Mary Mouw** <mjmouw@uic.edu>, whose daughter **Liz** has a **pharmacy fellowship** at the **Medical University of South Carolina**. (see v.17#2, p.91). Anyway, plans are firm. **Jim** and **Mary** and

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REMEMBER WHEN?

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Rumors from page 12

Liz will be **Charleston** in early June helping Liz to move into her new apartment. And much fun will be had by all. Isn't that, as they say, way cool!

Well, something is brewing. And it's about Google and their project to digitize the books of many of the world's great libraries. Did you see the recent (May 23, 2005) **Business Week** news analysis by **Burt Helm** entitled "A Google Project Pains Publishers"? And then there's the letter by the soft-spoken but firm **Peter Givler**, Executive Director of the **Association of American University Presses**, sent to **Mr. Alexander Macgillivray**, Senior Intellectual Property and Product Counsel for **Google, Inc.** Here are just some of the issues: a) **Google** rolled out **Google for Publishers** and publishers were unaware of the concurrent **Google for Libraries**. b) Along with digitizing out of copyright materials, **Google** in **Google for Libraries** announced that they would deliver "snippets" of copyrighted materials. c) In order to do this, **Google** must digitize the entire work. Therein lies the rub. In general, publishers own copyright to their materials and do not believe that **Google** has this right. **Mr. Givler** in his letter cites several court cases of interest — *Kelly v Arriba Soft* and *Buena Vista v Pipeline Video*. Stay tuned. www.businessweek.com/technology/content/

may2005/tc20050523_9472_tc024.htm
www.businessweek.com/bw/daily/dnflash/may2005/nf20050523_9039.htm
www.aaupnet.org/

Also, for heavy coverage on this same topic, see **Educause**, May 23, 2005 — educause@educause.edu as well as **Gary Price's SearchEngine Watch** blog. edupage@listserv.educause.edu (May 23, 2005)

chronicle.com/free/2005/05/2005052301t.htm
web4lib-bounces@webjunction.org

blog.searchenginewatch.com/blog/050523-125511

ProQuest Information and Learning has reached an expanded agreement with publisher **Real Times Inc.** to digitize historical content from *The Chicago Defender*, an influential national African-American newspaper, as part of ProQuest scholarly databases. The resource will be available to libraries, government organizations, and educational institutions, as well as other research organizations. "We have added an invaluable dimension to our new **Black Studies Center** with *The Chicago Defender*. The depth and importance of the content will make it a critical resource

for any serious scholar studying the Black experience of the 20th century in America. It will open up new areas of research and offers vital side-by-side comparison of news stories from *The Defender* with the other national newspapers," said **Suzanne BeDell**, ProQuest vice president, publishing.

www.il.proquest.com
www.proquestcompany.com

I learned from **Peter Scott's** blog <bloglet@bloglet.com> that the **American Physical Society** has announced the start of a new peer reviewed electronic-only journal: **Physical Review Special Topics — Physics Education Research** http://publish.aps.org/per_announce.html. The journal will be distributed without charge, and financed by publication charges to the authors or to the authors' institutions.

So, I started poking around on the **APS Website** and I think I may have learned (maybe, sort of) why we raise our voices when we are talking to someone who is foreign. What's the difference between "please talk louder" and trying to be heard above the roar of the crowd? Apparently quite a lot including deciding how much louder and which muscles to use. The study, entitled "Changes to respiratory mechanisms during speech as a result of different cues to increase loudness," appears in the June issue of the *Journal of Applied Physiology*, published by the **American Physiological Society**. The research was conducted by

Jessica E. Huber, **Bharath Chandrasekaran** and **John J. Wolstencroft**, Dept. of Speech, Language and Hearing Sciences, **Purdue University**, West Lafayette, Indiana.
www.the-aps.org/press/journal/05/8.htm

To get back to Open Access — **Peter Shepherd** <pt_shepherd@hotmail.com> sent along this press release about the first big open access initiative outside of the life/biomedical sciences. As we all know, **Beilstein** has been going for over 200 years and owns the **Beilstein Database**, which along with **CAS** is one of the two leading databases in chemistry. The Insitute announced at the recent **American Chemical Society National Meeting** that it will launch the first major open access journal in chemistry — the *Beilstein Journal of Organic Chemistry*. This is being done in collaboration with **BioMed Central** and if successful, is envisaged to be the first in a family of such journals in chemistry. **Beilstein** has both the expertise and the financial resources to ensure that its open access journals are of the highest quality and are sustainable. The *Beilstein Journal of Organic Chemistry* is a peer-reviewed online journal and will begin publication during 2005. A **Call for Papers** providing full information for authors, was released in May 2005. The **Editor in Chief** is **Professor Jonathan Clayden** of the **University of Manchester, U.K.** and a fully international editorial advisory board is being appointed. The *Beilstein Journal of Organic Chemistry* will publish outstanding original research on all aspects of organic chemistry and related disciplines. Areas covered in the journal include: organic synthesis, organic reactions and mechanisms, natural products chemistry and chemical biology, organic materials and macro- and supramolecular organic chemistry. The journal will publish full research papers and short communications, as well as occasional reviews and commentary articles. Supplementary data will also be published. There will be particular emphasis on speed of publication and on presentation of the articles in a chemically intelligent way. The issues of the journal will be made freely available online, while an annual print archival edition will be available for purchase at cost price. The **Beilstein-Institut** is committed to improving communication among chemists and will support the journal financially, including the publishing costs, to enable the journal to be open access without charge to the authors. And, on a slightly related note, I remember **Beilstein** well! Long time ago, in the dark ages of my infancy, when I was a medical librarian and was asked to give a talk on using **Beilstein**! What a terrifying learning thrill that was!
www.beilstein-journals.org

Just learned that **Sha Li Zhang** who I believe is speaking at the **Charleston Conference** in November is the new **assistant director for technical services** at **UNC-Greensboro**. Congratulations, **Sha Li**!

Serials Solutions' beta version of its **E-Resource Management System (ERMS)** was unveiled in a "sneak preview" for librarians at the **ACRL** conference in Minneapolis, April 7-10. **ERMS** is a new product that builds on the management tools currently available in **Serials Solutions**.

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Bet You Missed It

Press Clippings — In the News — Carefully Selected by Your Crack Staff of News Sleuths

Column Editor: **Pamela M. Rose, M.L.S.** (Web Services & Library Promotion Coordinator, University at Buffalo; Phone: 716-829-2408 x129; Fax: 716-829-2211) <pmrose@acsu.buffalo.edu> wings.buffalo.edu/~pmrose

Column Editor's Note: Hey, are you reading this? Your esteemed column editor would like to know what you think! Zip off a quick email to <pmrose@buffalo.edu>. Does BYMI fill your needs? Do you have any suggestions for changes? I'm listening! — **PR**

ALIVE AND GROWING!

by **Sandra Beehler** (Lewis & Clark College)

At 500,000 articles and growing, it's currently the largest encyclopedia on the planet. The controversial online **Wikipedia** has updated the model for encyclopedia-building from "one smart guy" (e.g., Diderot) to "one for all" — a pure form of open source. An encyclopedia by and for the people, it is written by an army of amateurs guided by two principles: neutrality and good faith. Attempts to corrupt the database are quickly spotted and repaired by one of the many volunteers who monitor the site (average repair time 2.8 minutes!). Critics object to the lack of authoritative vetting of content, but this encyclopedia has what **Britannica** lacks — it's growing and responding in a way only possible for sources that are alive.

See — "The Book Stops Here" — *Wired* 13.03 (March 2005), p. 125-139

FOX FROM THE ASHES

by **Sandra Beehler** (Lewis & Clark College)

From the ruins of **Netscape** comes the open-source, secure browser **Firefox** which is cutting an noticeable swath in **Microsoft's IE** market share. It appeals to the many users tired of dealing with the viruses, spyware and pop-up ads plaguing **IE**. Techies like the ease of writing add-ons, and general users like its simplicity and speed. While **Microsoft** had been putting most of its energies into its next operating system, **Longhorn**, and virtually ignoring **IE**, the loss of 5% browser market share in the last 6 months has forced it to return to the browser warfront. This time round, the war is not mano-a-mano (**IE** v. **Netscape**), but **Microsoft** v. thousands of open source programmers behind **Firefox's** freeware — and the outcome is far from certain. **Firefox** had its beginnings in 1998, when a demolished **Netscape** released its code — renamed **Mozilla** — to the world. A 14-year-old in Florida, **Blake Ross**, began tinkering with the code; he then teamed up with a former **Netscape** programmer and "forked" the **Mozilla** code, with the idea of offering a simpler interface that would appeal to the mainstream user. **Firefox 1.0** was released in November 2004 and now has over 10 million downloads (I just downloaded it myself).

See — "The Foxfire Explosion" — *Wired* 13.02 (February 2005), p. 92-96

HIGHER ED AS A BIZ

by **Bruce Strauch** (The Citadel)

Constantine "Taki" Papadakis, President of **Drexel** got the faculty in an uproar when he responded to complaints of library budget cuts by telling them he wanted an all digital library. He says he was exaggerating to make a point, but is not about to pursue prestige based on how many library dollars per student **Drexel** spends.

Coming to **Drexel** from **Bechtel Corp.**, **Taki** is part of the new run-a-college-like-a-business trend and wants to dump the 25% of the faculty who are part-timers and replace them with e-Learning.

See — **Bernard Wysocki, Jr.**, "How Dr. Papadakis Runs a University Like a Company," *The Wall Street Journal*, Feb. 23, 2005, p.A1.

OLD MEDIA GLOOM

by **Bruce Strauch** (The Citadel)

Wall Street applauded when **Tribune Co.** acquired rival **Times Mirror** for \$8.3 billion. Then the Internet bubble burst and advertising slumped into its worst mire in decades.

Now the **Trib** is reeling from non-reading youngsters and ad sale competition from new-media. And of course the **Tribune's Newsday** got caught inflating its circulation numbers and \$90 million has been set aside to pay for that.

See — **Joseph T. Hallinan**, "Problems Are Scooping Tribune," *The Wall Street Journal*, Heard on the Street, March 25, 2005, p. C1.



Rumors

from page 14

als Solutions Access and Management Suite (AMS). **ERMS** helps librarians manage the entire life cycle of an electronic resource. Modules now in beta testing include: resource discovery, pre-acquisition evaluation, license management, terms-of-use management, contact management, and note tracking and reporting. The system is expected to be released Summer 2005. "We want to enable local control and eliminate local headaches," said **Mike Shwalter**, **ERMS** product manager. "Based on our experience delivering hosted solutions to more than 1,300 libraries worldwide, we know that librarians want to manage their resources, not their software. With **ERMS**, they don't have to become IT experts and instead can focus their energies on managing and growing their collections." Building upon the guidelines of the **DLFs (Digital Library Federation)** **Electronic Resource Management Initiative (DLF- ERMI)**, **Serials Solutions** surveyed more than 50 libraries and had detailed

discussions with nearly two dozen beta-testing librarians during the development process.

www.serialssolutions.com

www.il.proquest.com

<http://www.proquest.com>

Was reading through the **DLF Newsletter**, v.5#2, edited by the best-predictor-of-the-future-that-I-have-heard-speak **Michael Pelikan** of **Penn State University Library** (and a frequent speaker in Charleston, I might add). Anyway, the **DLF** is celebrating its tenth anniversary. Visit this Website. This newsletter alone has incredible reports of what is going on at **Stanford**, **North Carolina State**, **Indiana**, and the **New York Public Library** with digital initiatives. www.diglib.org/pubs/news05_02/

Another anniversary — In 2005, **HighWire Press®**, **Stanford's** electronic journal hosting service for the scholarly publishing community, celebrated its tenth anniversary. As of April 2005, **HighWire** assists in the online production of 850 journals. highwire.stanford.edu/institutions www.diglib.org/pubs/news05_02/stanford news5.htm

Well, it's true. The numbers-guy **Bob Molyneux** <drdata@molyneux.com> has indeed moved. His new address is 6275 University Drive NW, Suite 37-113, Huntsville, Alabama 35806-1776. And he is, to quote him directly, "Busy busy." He also says that after he gets public libraries working, he is moving on to academic libraries. Statistics, that is Bob's game, in case you don't remember ... www.sirsi.com/

Couldn't believe it! Heard from the truly perfect and flawless **Mike Markwith** <michael@tdnet.teldan.com>!! Mike says he's now officially a member of the "Old FarTees" club (he turned 60 last week). Here's some info Mike knows we will find relevant. Exciting services are happening with **TDNet!** They are the first company to work with **OCLC** on a pilot project to provide an efficient means of setting and maintaining holdings in **OCLC WorldCat** for electronic resources, including individual e-journals and aggregated databases. Very exciting since **OCLC** will set and maintain the holdings automatically from the infor-

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The Use of Digital Technologies... from page 24

the respondent, the library was under funded for years and had some deficiencies in its collection. With a recent increase in funding, the library hopes to utilize the report to purchase relevant titles for its collection.

In the public library arena, the selection and purchasing of books also follows a structured model that incorporates many types of digital technologies to facilitate communication among parties. All responses emphasized the use of email in acquisitions. The utilization of email for communication is especially important in public libraries as acquisitions staff is typically housed at the library headquarters and other librarians, including collection development staff, are dispersed at various branches.

In public libraries, unlike many academic libraries, staff librarians typically do selection at the branch level. A respondent described the process in their library as reference and children's librarians selecting items through **Baker & Taylor's** Website using a shopping cart. The cart is forwarded to the catalog manager who processes the orders. Another public library respondent outlined how collection development staff members place requests directly into the library's acquisition system. One public library selector utilizes **OCLC Connexion** to download records into their acquisitions

module. After the order appears in the acquisitions module, staff gathers the titles and transmits order to the vendors.

Special, academic, and public library administrators are embracing numerous technologies to facilitate collection development and acquisitions duties. Foremost, the move from print to electronic tools in the selection and ordering process fosters the need for training staff on the availability and use of new technologies. The rise of online auctions for acquiring library materials, especially out-of-print items, also highlights the need for institutional policies to govern these purchases. In addition, the popularity of leasing and purchasing electronic resources underscores the importance of a librarian's knowledge of electronic licensing, digital rights management, and digital copyright issues. Moreover, the recent marketing of electronic resource management systems by integrated library system vendors illustrates the complexities posed by electronic resources that are beyond the capabilities of the acquisitions module in managing online subscriptions. The continued availability of new technologies, different modes of communication, and digital information on the Internet will further impact the selection and ordering process in libraries. Continued cooperation among acquisitions, collection development and other library departments continues to be important as technology moves us into the 21st century. 

Appendix

Interaction between Collection Development Librarians and Acquisitions Librarians

- 1) Describe the responsibilities of collection development librarians and acquisitions librarians in your institution. How large is staffing in these areas and are they professional positions?
- 2) How are purchasing recommendations by collection development librarians forwarded to the acquisitions department, — email, written forms, or verbal? Do you have regular meetings to discuss selection and purchasing?
- 3) What responsibilities, in addition to those outlined in question 1), does acquisitions have in the ordering process? For example, do they check for duplication, language, editions, etc?
- 4) How are difficulties in purchasing handled, such as out of print, price increases, and lack of availability? Is this information forwarded to collection development librarians or are acquisitions librarians responsible for all purchasing type decisions?
- 5) Which group assumes responsibility for the negotiations of the licensing of electronic databases?
- 6) How is monitoring of purchases handled? Do acquisitions librarians keep collection development librarians informed of the status of purchases?
- 7) What role do collection development librarians have with the acquisitions budget, especially in monitoring throughout the year?
- 8) What is the physical proximity of the two departments, collection development and acquisitions?
- 9) Are collection development librarians and acquisitions librarians familiar with each others' job responsibilities?
- 10) How might the process of selecting and purchasing be improved?
- 11) Do you have any best practices suggestions?

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mation provided by **TDNet**, without requiring library staff time. They have completed testing with **Google Scholar** and can integrate their **Full Text Link Resolver (TOUR)** into the

Google Scholar. Stay tuned for more information on this as it is just rolling out this month. Meanwhile, info is available by contacting **Brian Noone** (Director, Library Technical Resources <brian@tdnet.teldan.com>). Even more exciting is how people are reacting to **TDNet's Searcher/Analyzer** product — far more

robust than mere federated searching. Pretty cool technology and drawing a lot of interest from customers worldwide. www.tdnet.com

The **Joint Information Systems Committee (JISC)** has agreed to the terms of a five-year renewal for **Web of Science(R)** on behalf

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The Story of the Stool... from page 28

help ensure that the library's collection policies and procedures are followed. The two selectors are responsible for selecting all new materials for the system. They also review and approve additional orders sent in by branch and Central staff. They help public service staff evaluate collections and develop collection plans, coordinate collection replacement and upgrade projects, and provide ongoing guidance with weeding, merchandising, and special collection projects. Acquisitions staff order and receive materials, process invoices, input and monitor the materials budget, and manage claims and cancellations. Acquisitions staff also manage the system's periodicals and standing orders. Cataloging staff maintain the bibliographic database. Processing staff create and link item records to the bibliographic records, do the physical processing for new materials, handle materials for the commercial bindery, and repair damaged materials.

While this may sound like a fairly traditional separation of responsibilities, each unit's work is actually so interconnected that it is difficult, if not impossible, to make a decision in one area that does not affect another. We tend to think of selection, acquisitions, cataloging, and processing as four legs of the same stool — alter one leg, and the whole thing wobbles. Changes in budget allocations affect the order cycles and product mix, which in turn affect the workflow through the Division. If selectors bring in new formats, cataloging and processing procedures must be amended. If they place too many "rush" titles (which we order unprocessed), Processing staff get slammed. If Acquisitions wants to try a new vendor, its title mix and cataloging/processing services must be evaluated. If Processing repairs every item staff send in, the collection begins to age. If Cataloging creates new collection codes, it changes the selectors' circulation statistical reports and Processing's daily routine.

Obviously, changes or problems in one area have always had an impact on the others. But our reliance on vendor services have tightened the links among all the tech services areas even more. In the past, Acquisitions staff handled the bid specs and contract negotiations because the library was simply looking for the vendor that promised the best title mix, best turnaround, best fill rate, and best discounts. Consequently, Acquisitions staff were the ones who developed the relationships with the vendors. Now the contracts include cataloging and processing standards, online access options, collection de-

velopment services, and guaranteed delivery of bestsellers by street date. Vendors find themselves dealing with selectors, cataloging, and processing staff as frequently as they deal with the acquisitions staff. While Acquisitions still takes the lead in writing the bid specs, all units are deeply involved in developing requirements, evaluating responses, and monitoring compliance.


Fort Worth's Collection Management staff cross traditional lines in many ways. For example, Collection Development or Selection Services is not typically included in "technical services," but we have found good reasons for doing so. The selectors' presence helps ensure that the collection needs drive all technical services decisions. Acquisitions, Cataloging, and Processing can plan their work and respond to public service staff more effectively when they understand collection priorities and are aware of upcoming special projects. Special projects go smoother when everyone affected has been involved in the planning. Selectors understand the importance of having the correct bibliographic information on the order slips. They know what is involved in ordering and receiving material. They know the various vendors' strengths and weaknesses. They understand why new-to-system titles are treated differently from duplicates, and appreciate the importance of keeping the orders flowing steadily instead of hoarding them until the last few weeks of the fiscal year. They understand why it's really not OK to create a new recommended reading list with a lot of OP titles, and recognize why copies of the same title cannot be processed 15 different ways to satisfy the peculiar preferences of each branch. They can explain why the fund balances in their own records do not coincide with the financial report generated by our automated system.

The selectors import selection lists and individual bibliographic records from the vendors' Websites. They often decide which vendor to use, create "rush" purchase orders, evaluate standing order plans, arrange for publisher visits, and help plan improvements in cataloging and processing practices. Acquisitions staff check and correct the distribution of titles on the library's various standing order plans, arrange for database trials, change the loan period on books coming off the New Book shelf, monitor the materials budget and move funds when appropriate, select materials to fulfill honorarium and memorial gifts, check the quality of shelf-ready books and send them to the branches. In the near future they will select and import OCLC records for ordering. Processing staff evaluate gifts and items sent in for repair and help receive shipments. Cataloging staff established the library's e-branch, set up access

to the netLibrary collection, and initiated the use of "Weed Previous Edition" notices. They generate circulation and holdings reports, and help public service staff select parameters for dusty book reports and other weeding lists.

The two selectors, the Cataloging, Acquisitions, and Processing unit managers, and the CMD Administrator meet weekly. We discuss vendor anomalies, evaluate possible workflow changes, plan the implementation of new formats and other service enhancements, discuss changes recommended by public service and CMD staff, and prepare for upcoming events such as the next *Harry Potter* release. This group also develops and monitors progress on the Division's annual Business Plan and materials budget. All CMD units review each other's general announcements about procedural changes or service improvements. By taking this holistic approach to managing the collection, we are able to anticipate how changes in one area will affect the work in another and avoid unexpected problems.

Consider how many lines are criss-crossed when we plan to add new formats such as fotonovellas to the collection. What kinds of plans do the vendors offer? Do they have the titles and genres we want for both children and adults? How reliable are these vendors? Should we use more than one vendor? Do we get a discount? What fund will we use to purchase them? Should we treat them as periodicals or can we put them on standing order? Will customers search for them in the catalog? If so, do individual titles need to be in the catalog or is the series title sufficient? Do they need subject tracings? Will anyone care about the author? What kind of call number should they have? How do we capture the circulation statistics? Do they need barcodes, pockets, and security targets? Can the vendors do this for us? What will be the overdue fines? How much should we charge if they're damaged or lost? Will we allow customers to place them on hold? Which branches should have them? By involving all CMD units and public service staff in these discussions from the beginning, staff could weigh the pros and cons of each option, gauge each option's impact on the different units, and devise a scheme that made this popular format easily available with the least impact on cataloging and processing.

Fort Worth's Collection Management Division works well because the staff in each unit are not territorial. They know their own jobs and do them well, but they are also interested in what the others are doing, and are willing to do something different if it will make the entire process work better. They all share the goal of making the collection as customer-responsive as possible. As we go through training on our new integrated library system this May, cataloging staff are planning to monitor the acquisitions classes and go through the serials training. Acquisitions staff will monitor the cataloging classes. Selectors will go through the acquisitions training and monitor cataloging. Staff from all units will monitor Circulation and OPAC training. Everyone will be looking for new ways to blur the lines even more, streamline the Division's workflow, and improve customer service. 

Rumors from page 26

of UK higher education community. Thomson Scientific is a business of The Thomson Corporation (NYSE: TOC; TSX: TOC). The JISC has also funded a license in perpetuity for the following Web of Science(R) backfiles including 1970 — 1980 *Science Citation Index Expanded*, 1970 — 1980 *Social*

Sciences Citation Index, 1975-1980 *Arts & Humanities Citation Index*. JISC funding means that these backfiles will be freely available to UK higher education subscribers to Web of Science(R). www.scientific.thomson.com
www.jisc.ac.uk/
www.thomson.com/
www.scientific.thomson.com/

Did we tell you about the dedication of the

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development can supply information about how to contact new or local companies, acquisitions can set up records to facilitate the payments to the companies.

Ordering electronic resources has unique requirements. Each library and publisher/vendor handles electronics slightly differently, but there are some basic data that collection development must provide to acquisitions. Not only is the title and publisher information needed but a contact for the publisher is crucial because there will be questions. Especially important is the format: Web, CD-ROM, or software. The method of access for Web resources (IP access or password verification) needs to be identified. Also, is there a limited number of simultaneous users? What, if any, consortium will be involved? Does the product have a license agreement that must be signed? Again, the more information provided, the smoother the ordering process will be. Electronic resources are frequently more complicated than traditional print resources. There are often contracts that must be negotiated and signed by the organization's legal office. The prices are rarely set, unlike the list price for books or journals, and may vary depending upon such factors as the type of library, the population served, and the number of simultaneous users. Even for print journals that have an electronic version, which appears to be free with the print subscription, there are usually questions of access that need to be identified and negotiated. Collection development librarians must work closely with acquisitions to make sure that these materials are acquired successfully.

Ordering out-of-print materials also presents unique situations to acquisitions. Acquisitions knows which out-of-print sources are most reliable for cost (including shipping/handling), for condition of materials, and for actual availability. Some dealers do not remove items from their online catalogs until a long time after the items are sold. Some dealers do not describe the items accurately; when the materials arrive, acquisitions discovers that the items are not what were needed. If an item turns out to be physically damaged, or is the wrong edition, it must be returned and acquisitions must start over in its efforts to obtain the item. Ordering out-of-print materials usually takes longer than acquiring in print materials, and is frequently less successful. Collection development must know that out-of-print items cannot always be obtained, even in this age of easy Internet access to out-of-print dealers.

Besides bibliographic and other relevant information related to the item or electronic resource being ordered, acquisitions also needs to know what will happen to the item once it arrives at the local library. This information is also entered into the ordering system at the time an item is ordered. Information would include the location, any special treatment for processing, notification for patrons, reserve information, and the fund being used to pay for the item.

Once acquisitions has the necessary information, it can work on searching local catalogs for duplicate holdings and, if the item requested is not a duplicate, determine what vendor to use. Acquisitions personnel work with a variety of local, national, and, in some cases, international vendors and their systems during the ordering process. While librarians may recommend vendors, acquisitions knows which ones actually deliver materials promptly and which ones provide the best prices. Acquisitions personnel know which vendors are reliable, and which ones aren't. They have listened to the salespeople, monitored the actual performances and identified those companies that have the best prices and the best service. Some vendors offer discounts that vary depending upon the types of materials or the amount of business the library does with the vendor. Some vendors charge shipping, handling and service charges that also may vary with the types of materials or the amount of business the library does with the vendor. Some vendors deliver materials within a few weeks, others take much longer. Some vendors will offer deposit accounts and others will require prepayments. Some vendors may require use of a credit card to use their services. This option may be possible where the organization has created institutional accounts. However, fiscal oversight of credit cards in institutional environments can present financial management challenges to the organization. Acquisitions personnel have learned through experience which vendors offer the best combination of price and service.

Collection development librarians need to remember that most organizations have processes for ordering materials. Records may be put into online systems; purchase orders may be generated; orders may be placed in vendor systems. Acquisitions may also download temporary records either from the vendor or OCLC or using Z39.50 into the local online catalog. This lets colleagues and clientele know that a book has been ordered and is, hopefully, on its way. In large organizations, thousands of orders are created. The process is rarely instantane-

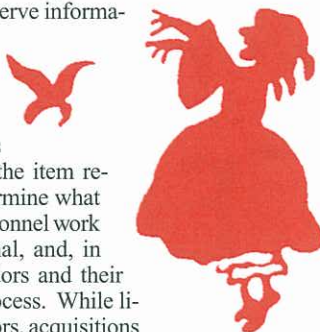
ous. There is substantial communication between acquisitions and various vendors when placing orders. Acquisitions personnel are in the business of making the process work swiftly and smoothly.

In some libraries, the institutional financial office may require that all funds be expended by specific deadlines. Other institutions may allow some funds to be carried over into a new fiscal year. Some organizations allow credit cards to be used throughout a fiscal year while others require that the use of the cards cease several weeks before the end of the fiscal year in order to reconcile the accounts. Acquisitions monitors such deadlines closely. These institutional deadlines determine when materials can be ordered, and collection development must respect these requirements that are not controlled by acquisitions.

Learning from acquisitions how to interpret the records and reports that are available will enhance a collection development librarian's ability to do his or her job. Many online order systems have a variety of codes that show the status of the orders. When collection development librarians know how to read these codes, they can see when items were ordered or received, and if the vendors reported any problems. Coding used in electronic ordering systems enable the system to generate different types of lists of materials being ordered. For example, a list of all the serials purchased on a specific fund could be requested and the system would compile the list. Online ordering systems also have financial management components that are used both by acquisitions and by collection development librarians. Financial reports provide collection development librarians timely information regarding the status of their funds.

Collection development needs to know that once the order leaves the library, the vendor/publisher is responsible for providing the material, not the acquisitions unit. When an order is submitted to acquisitions, acquisitions can check vendors' databases to determine if an item is in stock at that moment. Acquisitions can monitor the response and can identify alternate sources if the first source can't provide the item. But rarely can acquisitions get an item instantly.

The goal of acquisitions and collection development is to obtain materials for library patrons. The roles of personnel differ in the two areas, much as dialects can vary within languages. British English and American English have a common foundation, but also have major differences that can lead to confusion for unwary tourists. The acquisitions and collection management units have a common foundation of providing information, but differ considerably in the techniques. Collection development needs to learn more about acquisitions, and acquisitions needs to share information about its procedures. When collection development understands acquisitions, the library and the patrons benefit.



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College of Charleston's new Addlestone Library? I guess not because it was held Monday, April 4, just after the publication of the April issue of *ATG*. Anyway, it was quite an affair, held outside on the Rivers Green on the campus side of the library. The weather was gor-

geous. There will be a reception on Friday evening of the **Conference**, November 4, in the new Library and we will all have a time to poke around and see it for ourselves. Y'all come!

Speaking of the **Addlestone Library dedication**, was talking to **Bill Finley** <wkfinley@uncg.edu>, who used to be our Special Collections Librarian until he deserted

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Positioning Acquisitions in the Library Organization: Issues, Questions, Decisions

by Aline Soules¹ (Associate University Librarian, California State University, East Bay) <aline.soules@csueastbay.edu>

Part I: Introduction and Discussion

Acquisitions departments are often located in technical services, but sometimes other models prevail. Acquisitions can be part of a single technical services unit or an independent unit side by side with other units in technical services; part of a collection development unit that is also under technical services; part of a collection development unit that is part of public services; part of an administrative unit in the library that is responsible for all purchases for collections, operations, etc.; or paired with an administrative unit handling ordering and/or finances for the central organization. What factors contribute to the evolution of acquisitions' place in a library organization and what are the pros and cons of these various arrangements?

To begin, there are some assumptions inherent in this article. The first is that the acquisitions function encompasses the processes of ordering, receiving, and paying for library information in multiple formats. The second is that when an organization chart is created, that organization chart represents a decision regarding where acquisitions best fits within the formal structure of the organization. That, in turn, implies a single relationship; however, while that relationship reflects a decision regarding the primary or the most important relationship in that organization, it is not exclusive. Secondary relationships and synergies are possible and can be reflected through "dotted" lines on the chart or may be understood tacitly, with no physical line on the formal chart. The third assumption is that the library has a strategic plan for the organization before a formal organization chart is structured. Part of that plan involves acquisitions and current decisions regard-

ing the future of the functions represented in the acquisitions process. The fourth assumption is that this article will lay out issues and ways of thinking about the organization and not supply answers. Those issues are best resolved by the individual organization. The questions and chart at the end of this discussion can aid library staff in determining where acquisitions is best suited within the organization in order to achieve the library's goals.

There are some long-standing factors that affect how acquisitions fits into the library's organizational structure. One is size. If an organization is small enough, one person may be handling acquisitions among other duties, e.g., other types of purchasing (equipment, supplies), cataloging, etc., although in most cases, this person is likely to be at a paraprofessional or clerical level and not making collection development decisions. In a larger organization, however, where each person becomes more of a specialist, the question of placing acquisitions in a structure is more of an issue.

Geography is a similar factor. In a smaller library, everyone tends to be closer together physically, facilitating communication between acquisitions and other areas, such as collection development, cataloging, or processing. In larger libraries, however, these functions may be on different floors or even in different buildings, especially if branches are involved. There can be a central purchasing unit that handles all or some aspects of the acquisitions function (of-

ten invoicing and payment), or a state-wide system or consortium that even places these functions in different cities or states.

Technology has enabled some of the above scenarios to come into existence, but technology has also driven changes. Regardless of the

ideal that technology is a tool and not a driver, this is not always the case.

There are times when the incorporation of technology leads to natural and logical changes that affect the optimum organizational model, but there are times when technology drives changes. Some can be less desirable, resulting from the limits of current technology, and some can reflect the use of technology for political reasons. These also affect the

organizational model.

Library automation systems, for example, have tended to drive certain activities to the "front end" of the technical services process, such as downloading records from a bibliographic utility. This used to be the responsibility of catalogers, who chose the correct record or at least the record they thought most fit the library's circumstances. Now, that decision falls to acquisitions and the cataloging function merely makes decisions about overlaying when the record chosen by acquisitions is determined to be less desirable than another one that is now available. This was one of the early effects of integrated library systems, which made it more

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Training New Acquisitions and Collection... from page 40

4. The preferred ratio of serials vs. monographs in each area, depending on where each discipline's cutting-edge research tends to be published:

For example, in the physical sciences a high percentage would go to serials subscriptions and a low percentage to monographs, whereas in literature and history, serials and monographs are often split 50/50 or even tilted in favor of monographs


5. Statistical evidence of use for e-journals, databases, and eBooks.

Acquisitions and collection development need to consult each other in pursuit of fair budget allocations. Acquisitions brings the knowledge of ordering patterns and their numerical breakdown while collection development knows the direction of the library's intellectual environment. Both should monitor marketplace trends and developments in information-delivery technologies and access models.

V. Long-term Success and Career Growth

While training is oriented toward starting out and familiarizing the new librarians with specifics about their new organization, it is useful to

share with them how acquisitions and collection development interrelate — both administratively and philosophically. In time, the new librarians will gain a larger-scale perspective and their grasp of the technical and philosophical elements will become second nature.

Long-term growth can be encouraged in a variety of ways. Whether there is a formal mentoring arrangement or simply informal exchanges between "junior" and "senior" colleagues, exposing the new librarian to the organizational community, pointing them toward publishing, scholarship, and service opportunities, and encouraging their lifelong learning will inspire the new librarian to set goals for long-term knowledge enhancement and overall growth. 

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us for UNC-Greensboro. Anyway, Bill didn't make it to the dedication even though he had hoped to. Instead, he hopes to make it to the Charleston Conference in November.

Congratulations to Charlene Kellsey, assistant professor and acting head of the Original Monographic Cataloging Unit at the University of Colorado the winner of the 2005 Coutts Nijhoff International Western European Specialist Studies Grant. Kellsey's proposal was en-

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Legally Speaking from page 83

material that is subject to an exception, you may receive the record with some items blacked out (redacted). This redaction is also subject to appeal through the agency's processes, and ultimately can be litigated in the Federal courts.

You do not have the right to receive documents for free. The statute does provide that agencies can charge standard commercial rates for document search, duplication, and review.⁹ If the use

is non-commercial, the agency may lower their charges to a "reasonable" rate.¹⁰ The agency also has the option of reducing or waiving the fees "if disclosure of the information is in the public interest because it is likely to contribute significantly to public understanding of the operations or activities of the government and is not primarily in the commercial interest of the requester."¹¹

The fee that is charged is only for initial search, review, and duplication of the records. Even if the case goes to court, legal costs are not charged.¹² In fact, if the complainant substantially prevails in court, "The court may assess against the United


States reasonable attorney fees and other litigation costs."¹³ No fee is to be charged for the first two hours of search time, or for the first 100 pages.¹⁴ You are not required to pre-pay the fee unless you have previously failed to pay requested fees, or unless the request will cost more than \$250.¹⁵

One important point to keep in mind is that there is no limit on the amount of time copying can take. While the agency must respond within 20 or 30 business days (depending on circumstances), they can take years to copy the documents. Since the litigation is generally over the decision to grant or not grant the documents, requesting parties are occasionally left holding the bag for a long period of time. However, this is not the general rule, and if it appears that the agency is trying to thwart a request by delaying for an unreasonable period of time there may still be judicial recourse.

The most common reasons for denying requests involve national security and privacy issues. For example, if personal information is present in a document, the agency may decide not to fill the request, or may fill the request but redact (black out with a marker) the personal information. This type of information is also subject to various Federal privacy laws.

Although the FOIA only applies to the Federal government, all 50 states have also adopted similar open records laws for their agencies. These sunshine laws often work in combination with open meetings statutes that require that public bodies open their decision-making meetings to the public. Most states allow these bodies to go into private session in order to consider confidential personnel matters.

It is worth noting that many states exempt library circulation records and membership lists from their open records laws. In some states this is done through general sections on privacy; other states have provisions specifically naming library circulation records and membership lists as being exempt.

In order to serve library patrons, we need to use all of the tools at our disposal. Sometimes this means going beyond the items in a government documents depository by filing a **Freedom of Information Act** request or obtaining documents under state open records laws. The librarian's toolbox contains many different implements; let's use them all to find information. 

Sample FOIA Request Letter

[NOTE: this sample letter comes from the **Department of Commerce FOIA Website** at <http://www.osec.doc.gov/omo/FOIA/FOIAWEBSITE.htm>.]

Date _____

Freedom of Information Act Request
Agency Head or FOIA Officer
Name of agency or agency component
Address _____

Dear _____:

Under the Freedom of Information Act, 5 U.S.C. § 552, I am requesting copies of [identify the records as clearly and specifically as possible].

If there are any fees for searching or copying the records, please let me know before you fill my request. [Or, please supply the records without informing me of the cost if the fees do not exceed \$_____, which I agree to pay.]

If you deny all or any part of this request, please cite each specific exemption to think justify your withholding of information. Notify me of appeal procedures available under the law. If you have any questions about handling this request, you may telephone me at _____ (home phone) or at _____ (office phone).

Sincerely,
Name _____
Address _____

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titled, "The Bibliothèques Municipales of France as Sources for Medieval History of Monastic Institutions: The Case of Arles." She will receive her plaque and 4,500 Euros at the **WESS** general membership meeting at the **2005 American Library Association (ALA) Annual Conference** in Chicago on Monday, June 27, at 9:30 a.m. www.couttsinfo.com/

My great colleague **Tom Gilson's** (yes he is guest editing the Sept issue of *ATG*) article on **Dictionaries and Encyclopedias** has just been published in the five-volume *Berkshire Encyclopedia of World History*. Congratulations to Tom on his most recent publication.

And, just as we go to press, we have learned that **Copyright Clearance Center** will dem-

onstrate their newest offering at the **Special Libraries Association (SLA) 2005 Annual Conference** in Toronto, Canada June 5-8. **CopyRight Plus** is a customizable, secure, Web-based solution easily accessible by employees through their company's intranet. **Pfizer Inc.** is the first company to implement the new desktop solution for its more than 120,000 employees located in at least 150 countries around the globe. www.copyright.com

In the spirit of saving the best for last, **Sage**, the independent publisher, is celebrating its **40th anniversary year!** The absolutely perfect **Blaise Simqu** <blaise.simqu@sagepub.com>, besides expanding the areas of publication for the Newberry Park, California company, is planning many events to commemorate the occasion. Stay tuned and Congratulate **Sage** and all our friends there.

And, don't forget, have a great summer! 

Group Therapy from page 79

staff will also take registration for the workshop. Hopefully, we will get participants who otherwise would not have attended. This is the description of the workshop:

Google Scholar and Open Access to Scholarly Literature — So you think the Internet contains no access to scholarly literature? Think again. Come to this workshop to learn how you can access citations and some full-text to scholarly literature from academic presses, institutional repositories and professional societies.

Though my immediate objectives are to help faculty learn how to introduce **Google Scholar** to their students, I hope this will help some faculty understand the complexity of information, namely that it is not as simple as peer-reviewed vs. non peer-reviewed. Evaluation of information, ideologically, not simply authoritatively is imperative. Neither is it as simple as "good stuff is in subscription databases; bad stuff is on the nonproprietary part of the Web." Finally, I hope it will encourage others to think of librarians as the logical administrators for institutional repositories. 